Vol. 11 No. 1 SPRING 2001

AUTHORIZED REPAIR CENTER

Network News

A News Update For Nintendo Authorized Repair Centers℠

In This Issue

1 Welcome New Servicers

Game Boy Advance

2 Recognition Program

NASA Convention

Warranty Repair Volume Chart

Earthquake!

3 Test Your Knowledge

Starlight Children's Foundation

Nintendo News

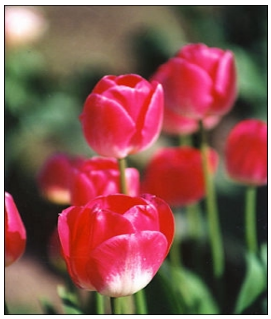
4 History of Nintendo – Part 2

From the Kitchen of…

Nintendo Network News
Publisher: Nintendo of America Inc.
National Field Service Department
Contributors: Field Service Staff
Editor: Michael Hughes
Copy Editor: Renee Pfankuche

Nintendo *Network News* is a publication of the Field Service Dept at Nintendo of America Inc.

™ & ® Trademarks of Nintendo of America Inc.



The two flower photos were taken in the Skagit Valley, Washington, tulip fields

Welcome New Servicers

By Michael Hughes

We have brought on these new Servicers to our Nintendo Authorized Repair Center Network:

Burney's Commercial Service	Sparks, NV and Las Vegas, NV
The Shaver Shop	Pontiac, MI
North Dallas Shaver & Appliance	Dallas, TX
Micro Tech Systems	Northbrook, IL

Game Boy® Advance

By Lynnette Anderson

Glacier

Arctic

Indigo

On June 11, 2001, Nintendo is launching the entirely new portable gaming machine …the GAME BOY ADVANCE! You can become familiar with the new system by accessing our website at www.nintendo.com.

You will immediately be able to service Game Boy Advance the same as you service the other Game Boy systems…ordering Direct To Customer replacements. The part numbers will be available soon from the Nintendo Parts Department.

Game Boy Advance has a screen that is 50% larger than Game Boy Color, has a 32-bit CPU, a horizontal screen configuration capable of resolution higher than any standard television, will have 6 times the memory and 17 times the clock speed of Game Boy Color. Play control has improved with the addition of L and R buttons and it can use either AA batteries or an AC adapter.

Using the Game Link Cable, up to four machines can be linked for multi-player action. Game Boy Advance can also be used as a controller for the upcoming Nintendo GameCube console.

Recognition Program

By Luther Smith

This will be a treat for you old timers who have been in the network forever and for all of you new comers as well. We have decided to reinstate the Nintendo Authorized Servicer Recognition Program. Although slightly scaled down from past years, the new program has been designed to recognize the Independent Service Centers that excel in quality of service to our customers. Our goal is to reaffirm the standard of quality of our Authorized Servicer Program and recognize the efforts of those individuals who truly exemplify the spirit of customer service on which Nintendo prides itself.

Service Centers will be rated on: 1) Quality of Service, 2) Speed of Service and 3) Availability for Service (percent of scheduled time a Service Center is available for referral).

Quality service affects more than just your Nintendo customers, it acts as a beacon that attracts customers to all areas of your business. People shop where they feel comfortable and quality customer service makes everybody happy.

N.A.S.A. Convention: "Raising The Standard"

By Michael Hughes

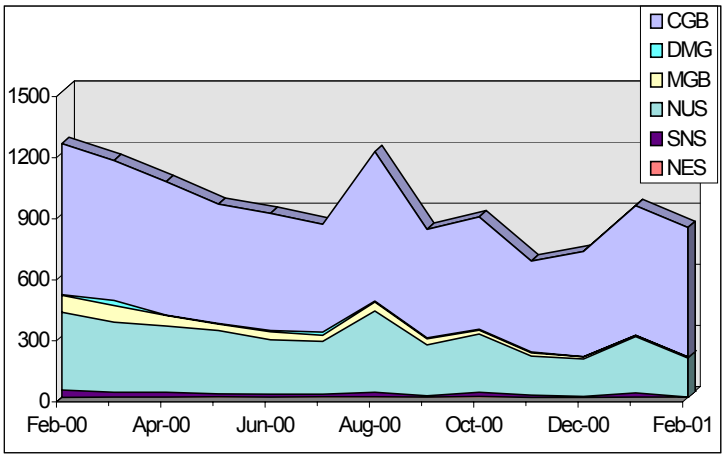
The National Appliance Service Association is holding its 53rd annual conference June 21 – 23, 2001 at Sanibel Harbour Resort & Spa in Fort Myers, Florida. This conference will feature training and service clinics, speakers, manufacturer/servicer one on one sessions and many functions where networking is the objective. All this to choose from including the ever popular trade show that runs for two consecutive days. The trade show provides an excellent opportunity to meet various manufacturers, see their wares and discuss service opportunities or issues.

Nintendo will participate in a breakfast meeting entitled "Raising the Standard of Service." We will address the importance of excellent consumer service and it's direct impact on your bottom line.
We look forward to meeting with you, so please be sure to drop by our booth and say "hello." See you in sunny Florida!

Authorized Repair Center Warranty Repair Volume by System

By Renee Pfankuche

The following chart depicts the number of warranty repairs that our Authorized Repair Centers have processed during the last 13 months. As you can see, Game Boy Color comprises a large portion of Nintendo repairs and provides a good opportunity to utilize direct-to-customer shipping (DTC).



EARTHQUAKE EARTHQUAKE EARTHQUAKE EARTHQUAKE

By Michael Hughes

On February 28th at 10:55 AM, a 6.8 earthquake rocked our region. Nintendo was not damaged by the jolt and we returned to work shortly after the quake subsided. Other buildings were not so fortunate.

Test Your Knowledge!

By Luther Smith

How do your Nintendo Administrative Skills rate?

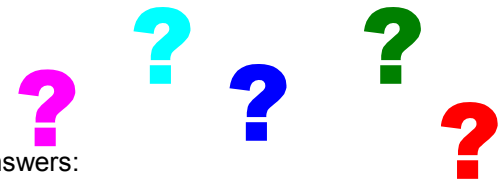
1. Which of the following is not a Funtastic Color?
A. Grape B. Ice
C. Watermelon D. Mint

2. When doing an exchange for a Game Boy Color, I should:
A. Send it to Nintendo and Nintendo will send a replacement to the customer.
B. Immediately order a replacement then send the defective unit to Nintendo for core credit.
C. Fix it and mail it back to the customer.
D. Refer them to Nintendo if we don't have one in stock.

3. If a customer brings an N64®, an AC adapter and a Controller in for a warranty repair, I should send a separate claim form to Nintendo for each item.
True False

4. Before exchanging a unit under warranty, I:
A. Fill out a repair form
B. Test the system on the Test Station
C. Call for warranty verification
D. All of the above

5. The serial number is missing from a Game Boy® pocket/Color but customer says it is under warranty, I should...
A. Charge the customer for a repair
B. Refer the customer to Nintendo
C. Call Nintendo for warranty authorization
D. Turn the customer away



Answers:

1. "D" Mint
2. "B" Immediately order a replacement then send the defective unit to Nintendo for core credit.
3. "True"
4. "D" All of the above.
5. "C" Call Nintendo for warranty authorization.

If you have questions about any of these situations, contact your Field Service Administrator.

The Starlight Children's Foundation℠

By Lynnette Anderson

The Starlight Children's Foundation thanks you very much for responding to their need to be part of their Fun Center technical support team. WOW! Fifteen of you, spread throughout the United States, responded that you are ready to assist when a call comes through. Thank you!

If you are not on the technical support team and would like to be, please fax your interest to Barb Kelly-Ruff at 425-558-7176.

The Starlight Children's Foundation is an international nonprofit organization that touches the lives of over 74,000 seriously ill children and their families each month. There are approximately 2,000 Fun Centers in about 800 hospital pediatric wards throughout the Untied States and Canada. Donors and corporations purchase the Fun Centers. Nintendo builds the Fun Centers and provides support after they are delivered to the recipient hospitals. Each Fun Center has either a Nintendo Super NES® or Nintendo® 64 system with a VCR and games for the children to play.

*N*intendo *N*ews

The best 'Game' in town
Denver Post, January 28, 2001
While computer and video game sales slid 5% in 2000, Nintendo's Game Boy sales grew 26% largely due to the continuing popularity of Pokémon®. Out of the top ten video games in 2000 four were Pokémon for Game Boy.

Setting records
CTW, February 2, 2001
The Guinness Book of World Records 2001 edition includes interesting Nintendo records. Nintendo's Mario™ video games are the Best-Selling Games; *Legend of Zelda®: Ocarina of Time* received the Most Advance Orders for a Game; and *Pokémon Yellow* is the Fastest-Selling Game.

Top computer/video game Web sites
U.S. News & World Report, March 19, 2001
Nintendo (www.nintendo.com) makes the top ten gaming website list according to Nielsen/NetRatings.

The History of Nintendo Part 2

By Rob McCuistion

If you'd like to learn more about our fascinating company, here is the second chapter of our four part series chronicling important events that highlight Nintendo's history.

- 1979 Started an operations division for coin-operated games.
- 1980 Announced a wholly owned subsidiary, Nintendo of America Inc. in New York. Started selling "GAME & WATCH"™ product line.
- 1981 Developed and began distribution of the coin-operated video game "Donkey Kong"®. This video game quickly became the hottest selling individual coin-operated machine in the business.
- 1982 Merged New York subsidiary into Nintendo of America Inc., a wholly owned subsidiary headquartered in Seattle, Washington, U.S.A.
- 1983 Built a new plant in Uji City to increase production capacity and to allow for business expansion. Established Nintendo Entertainment Centres Ltd. in Vancouver, B.C., Canada, to operate a family entertainment center. Raised authorized capital of Nintendo of America Inc. to $10 million. In July, listed stock on the first section of the Tokyo Stock Exchange. Started selling the home video game console "Family Computer" employing a custom CPU (Custom Processing Unit) and PPU (Picture Processing Unit).
- 1984 Developed and started selling the unique 2-screen interactive coin-operated video game "VS. System".
- 1985 Started to sell the U.S. version of Family Computer "Nintendo Entertainment System" (NES) in America. The system included R.O.B.® - Robotic Operating Buddy - and the games Duck Hunt® and Super Mario Bros.® Mario and Luigi became as big a hit as the NES.
- 1986 Developed and started selling the "Family Computer Disk Drive System" to expand the functions of the Family Computer. Began installation of the "Disk Writer" to rewrite game software. Game Counselors were organized and players from all over the world could call Nintendo for advice on games and strategies.

From the Kitchen of...

Rob McCuistion

Ale Braised Pork Chops

Instructions: Dredge pork chops in flour and shake off the excess. There should be about 2 tsps left. Mix with a tblsp of broth and set aside. In large skillet, heat oil over medium heat, put chops in and brown lightly on both sides. Remove from pan. Put onion, shallot and garlic into pan, sauté for 5 minutes. Add tblsp of broth if needed. Pour remaining broth into pan with the ale and bring to boil. Stir in dissolved flour mixture, figs, brown sugar, tomato paste, salt & pepper. Cook for 1 minute. Put the chops into the pan and reduce heat to med-low. Cover and cook 45 minutes, turning chops occasionally. For gravy, bring the sauce in the pan to a boil and cook on medium-high until reduced and thickened.

Note: Serve with roasted garlic mashed potatoes.

Servings: 4 Prep Time: 60 minutes

Ingredients:

Ingredient		*Quantity*
Comments		
Pork Chops	4	1 in. thick
Flour	2 tblsp	divided
Beef Broth	1 cup	
Cooking Oil	2 tblsp	canola or vegetable
Onions	1 small	peeled & thinly sliced
Shallot	1 small	peeled and minced
Garlic	1 med clove	peeled and minced
Beer	1 cup	amber ale
Figs	8 dried	coarsely chopped
Brown Sugar	1 tblsp	
Salt	1/4 tsp	
Pepper	to taste	freshly ground
Tomato Paste	1 tsp	